



National Finance Center Customer Notification

Date of Notification: August 24, 2011

Subject: NFC's Planned Data Center Maintenance Update

Database/Customer(s) Affected: All

Dear Customer:

The National Finance Center (NFC) is sending this notification as a follow-up to a notice issued earlier stating that NFC plans to upgrade our complete firewall infrastructure during the August 27, 2011, maintenance period between 6:00 a.m. and 6:00 p.m. CDT. There will be intermittent outages throughout the 12-hour period as we move to the new hardware. At some points during the 12-hour maintenance window, each connected user will experience a loss of connectivity. If you or your customers are unable to connect, we recommend trying again at a later time.

In preparation for the firewall upgrade planned for this weekend, we are requesting a freeze on the current firewall configurations from 8:00 a.m. on Thursday, August 25, 2011, through 1:00 p.m. CDT on Monday, August 29, 2011. Our Network staff plans to process firewall change requests received by 3:00 pm CDT on Wednesday, August 24, 2011.

We apologize in advance for the inconvenience, but this maintenance is essential for continued supportability and operational availability.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC's Client Management Branch at Customer.Support@nfc.usda.gov.

KW/M6-11-086

"Tip of the Week"

The first business day **after** payroll processing weekend is the actual payment (settlement) date for direct deposit transactions, even though some financial institutions place funds in an employee's account early and post them as "pending" or "memo posting" transactions. By regulation, financial institutions are not obligated to post funds earlier than the actual payment date.